

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. **Date of Submission:** 2010-03-19 14:45:53

2. **Agency:** 016

3. **Bureau:** 00

4. **Name of this Investment:** Infrastructure - Telecommunications BY11

5. **Unique Project (Investment) Identifier:** 016-00-02-00-01-2251-00

6. **What kind of investment will this be in FY 2011?:** Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. **What was the first budget year this investment was submitted to OMB? ***

8. **Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.**

The Social Security Administration's (SSA) Telecommunications Investment allows the agency to conduct business internally and externally via a private network (SSANet). SSANet is the conduit for both inbound and outbound information allowing agency personnel to communicate internally and with the public. SSANet supports various types of applications such as allowing claimants to file claims via the internet or check the status of claims via the telephone. SSANet provides a connection with various Disability Determination Services (DDS) centers throughout the country to the Agency's data center. The Telecommunications Investment provides secure, easy-to-use and fast electronic services via the internet through telephone services, wide area network and video teleconferencing systems. This investment allows SSA to continue enhancing and refreshing telecommunications equipment and provides ongoing improvement of connectivity and bandwidth for data, voice and video communications. This investment benefits the American public as it continues to improve and expand the use of telecommunications services as an effective, efficient, economical and secure method of processing claims for beneficiaries. The Telecommunications Investment supports SSA's main strategic goals to improve our retiree and other core services, as well as the speed and quality of our disability process. Finally, the Telecommunications Investment supports the Agency's use of video teleconferencing for disability hearings, which is an initiative designed to reduce the hearing backlog and improve the productivity and speed of disability-related decisions. Specifically, this investment provides the connectivity and bandwidth necessary for the Agency to conduct video hearings between Administrative Law Judges, claimants and representatives from across the country.

- a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

9. **Did the Agency's Executive/Investment Committee approve this request? ***

- a. **If "yes," what was the date of this approval? ***

10. **Contact information of Program/Project Manager?**

- Name: *
- Phone Number: *
- Email: *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): *

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President’s Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1. **Table 1: Contracts/Task Orders Table**

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
SS00-05-30356/GS35F0585N	Delivery/Task Order	Y	2005-01-28	2005-01-28	2010-11-15	\$0.2	*	*	*	*	*
SS00-06-30192/GS-35F-0585N	Delivery/Task Order	Y	2005-03-29	2005-03-29	2010-03-28	\$0.0	*	*	*	*	*
003/SS00-06-50075	Blanket Purchase Agreement (BPA)	Y	2005-12-12	2005-12-12	2009-11-30	\$0.2	*	*	*	*	*
006/SS00-06-50300	Firm Fixed Price (FFP)	Y	2006-08-12	2006-08-12	2011-08-31	\$0.1	*	*	*	*	*
SS00-07-40029/GS-35F-0297K	Blanket Purchase Agreement (BPA)	Y	2007-08-17	2007-08-17	2014-08-31	\$34.8	*	*	*	*	*
001/SS00-08-60074	Firm Fixed Price (FFP)	Y	2008-01-31	2008-01-31	2010-02-25	\$5.2	*	*	*	*	*
067/0600-00-40649	Delivery/Task Order	Y	2009-08-11	2009-08-11	2009-08-20	\$113.0	*	*	*	*	*
FTS2001/GS00T07NSD0002	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ)	Y	2008-08-01	2008-08-01	2017-08-01	\$12.7	*	*	*	*	*
FTS2001/GS00T07NSD0008	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ)	Y	2008-08-01	2008-08-01	2017-08-01	\$4.4	*	*	*	*	*
5-110-SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M)	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*

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5-210-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.1	*	*	*	*	*
FTS2001/ GS00T06 NSD0001	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ)	Y	2006-06-01	2007-01-01	2010-06-01	\$654.8	*	*	*	*	*
5-232-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.1	*	*	*	*	*
5-260-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*
5-620-SS 00056001 1	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*

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5-650-SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.0	*	*	*	*	*
5-861-SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2008-09-30	2008-09-30	2009-09-29	\$0.2	*	*	*	*	*
SS000560011	Task Based Indefinite Delivery/Indefinite Quantity (ID/IQ) Time & Materials (T&M) Task Order	Y	2009-09-30	2009-09-30	2010-09-29	\$0.0	*	*	*	*	*
Multi/SS00-08-60150	Delivery/Task Order	Y	2008-09-30	2008-09-30	2013-10-31	\$5.3	*	*	*	*	*
SS00-09-40010/GS-35F-0663R	Firm Fixed Price (FFP)	Y	2009-02-26	2009-02-26	2014-02-25	\$0.7	*	*	*	*	*
SS00-09-40034/GS-35F-0262T	Blanket Purchase Agreement (BPA)	Y	2009-08-25	2009-08-25	2014-08-24	\$0.8	*	*	*	*	*
001/SS00-08-60074	Firm Fixed Price (FFP)	Y	2008-02-28	2008-02-28	2013-02-25	\$23.8	*	*	*	*	*
SS00-08-30795/GS00T03AHD0008	Delivery/Task Order	Y	2008-08-16	2008-08-16	2011-08-15	\$4.5	*	*	*	*	*
SS00-09-	Delivery/T	Y	2009-03-2	2009-03-2	2010-03-2	\$2.5	*	*	*	*	*

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30560/GS	ask Order		9	9	8						
001/SS00-09-50034	Delivery/T ask Order	Y	2008-10-14	2009-03-23	2010-03-22	\$0.2	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *

a.If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Improve Our Retiree and Other Core Services	*	*	Percent of Retirement and Survivors claims receipts processed up to the budgeted level	FY 2008 Actual 101.2% (4,236,455)	100% (4,543,000)	(4,742,218) 104%
2010	Improve Our Retiree and Other Core Services	*	*	Percent of Retirement and Survivors claims receipts processed up to the budgeted level	FY 2008 Actual 101.2% (4,236,455)	100% (4,666,000)	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percent of Retirement and Survivors claims receipts processed up to the budgeted level	FY 2008 Actual 101.2% (4,236,455)	100% (4,637,000)	Actual results will be available in FY2012
2009	Improve The Speed and Quality of Our Disability Process	*	*	Maintain a 97% or higher availability of Computer Telephony Integration (CTI) applications	97%	97% or Higher Availability	Actual results pending
2010	Improve The Speed and Quality of Our Disability Process	*	*	Maintain a 97% or higher availability of Computer Telephony Integration (CTI) applications	97%	97% or Higher Availability	Actual results will be available in FY2011
2011	Improve The Speed and Quality of Our Disability Process	*	*	Maintain a 97% or higher availability of Computer Telephony Integration (CTI) applications	97%	97% or higher	Actual results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Achieve the target speed in answering National 800 Number calls	FY 2008 Actual 326 seconds	330 seconds	245 seconds
2010	Improve Our Retiree and Other Core Services	*	*	Achieve the target speed in answering National 800 Number calls	FY 2008 Actual 326 seconds	269 seconds	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Achieve the target speed in answering National 800 Number calls	FY 2008 Actual 326 seconds	240 seconds	Actual results will be available in FY2012
2009	Improve Our Retiree and	*	*	Achieve the target busy rate	FY 2008 Actual 10%	10%	8%

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Other Core Services			for National 800 Number calls			
2010	Improve Our Retiree and Other Core Services	*	*	Achieve the target busy rate for National 800 Number calls	FY 2008 Actual 10%	8%	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Achieve the target busy rate for National 800 Number calls	FY 2008 Actual 10%	7%	Actual results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall services as "excellent", "very good", or "good"	FY 2008 Actual 81%	83%	81%
2010	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall services as "excellent", "very good", or "good"	FY 2008 Actual 81%	83.5%	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall services as "excellent", "very good", or "good"	FY 2008 Actual 81%	83.5%	Actual results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Percent of Deputy Commissioner of Systems (DCS) Enterprise Network Availability	99%	99%	Actual results pending
2010	Improve Our Retiree and Other Core Services	*	*	Percent of Deputy Commissioner of Systems (DCS) Enterprise Network Availability	99%	99%	Actual results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percent of Deputy Commissioner of Systems (DCS) Enterprise Network Availability	99%	99%	Actual results will be available in FY2012
2009	Improve The Speed and	*	*	Minimize average	FY 2008 Actual 106 days	129 days	101 days

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Quality of Our Disability Process			processing time for initial disability claims to provide timely decisions			
2010	Improve The Speed and Quality of Our Disability Process	*	*	Minimize average processing time for initial disability claims to provide timely decisions	FY 2008 Actual 106 days	132 days	Actual results will be available in FY2011
2011	Improve The Speed and Quality of Our Disability Process	*	*	Minimize average processing time for initial disability claims to provide timely decisions	FY 2008 Actual 106 days	141 days	Actual results will be available in FY2012
2009	Eliminate Our Hearings Backlog and Prevent Its Recurrence	*	*	Achieve the target for number of hearing requests pending	FY 2008 Actual 760,813	755,000	722,822
2010	Eliminate Our Hearings Backlog and Prevent Its Recurrence	*	*	Achieve the target for number of hearing requests pending	FY 2008 Actual 760,813	713,000	Actual results will be available in FY2011
2011	Eliminate Our Hearings Backlog and Prevent Its Recurrence	*	*	Achieve the target for number of hearing requests pending	FY 2008 Actual 760,813	662,000	Actual results will be available in FY2012

Part II: Planning, Acquisition And Performance Information

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline

Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY04 Telecommunications Acquisitions	\$12.6	\$10.9	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY05 Telecommunications Usage	\$126.0	\$99.0	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY05 Projects/Initiatives Video Conferencing Expansion	\$3.8	\$2.1	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY06 Telecommunications Maintenance	\$126.2	\$125.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY06 Telecommunications Development	\$20.7	\$20.0	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY07 Telecommunications Usage	\$111.5	\$105.1	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 Telecommunications Maintenance	\$29.6	\$27.8	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 Telecommunications Development	\$33.0	\$26.1	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY08 - Telecom DME	\$23.2	\$22.9	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Telecom O&M	\$161.6	\$153.2	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY09 - Telecom DME	\$26.9	\$19.6	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY04 Telecommunications Maintenance	\$18.0	\$15.1	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY09 - Telecom O&M	\$175.3	\$172.8	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - ARRA Funds	\$3.5	\$3.5	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Management	\$2.3	\$2.3	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - non-DCS Support	\$0.3	\$0.3	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY10 - Telecom DME	\$28.4	\$14.8	2009-10-01	2009-10-01	2010-09-30		55.00%	52.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY10 - Telecom O&M	\$143.6	\$69.8	2009-10-01	2009-10-01	2010-09-30		53.00%	53.00%
FY10 - Management	\$2.7	\$1.4	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY10 - non-DCS Support	\$0.3	\$0.1	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY11 - Telecommunications	*	*	2010-10-01		2011-09-30		0.00%	0.00%
FY12 - Telecommunications	*	*	2011-10-01		2012-09-30		0.00%	0.00%
FY04 Telecommunications Support Services	\$1.5	\$1.5	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY13 - Telecommunications	*	*	2012-10-01		2013-09-30		0.00%	0.00%
FY14 - Telecommunications	*	*	2013-10-01		2014-09-30		0.00%	0.00%
FY15 - Telecommunications	*	*	2014-10-01		2015-09-30		0.00%	0.00%
FY04 Telecommunications Usage	\$94.0	\$93.9	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY04 Telephone System Replacement	\$1.5	\$1.5	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY04 Video Conferencing Expansion	\$1.7	\$1.6	2003-10-01	2003-10-01	2004-09-30	2004-09-30	100.00%	100.00%
FY05 Telecommunications Acquisitions	\$21.9	\$17.2	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY05 Telecommunications Maintenance	\$40.4	\$31.8	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%
FY05 Telecommunications Support Services	\$3.0	\$2.4	2004-10-01	2004-10-01	2005-09-30	2005-09-30	100.00%	100.00%

* - Indicates data is redacted.